



King County

Health Reform Initiative

Table Top Scenario #3

Aetna – Ben has diabetes

Background

The Institute of Medicine's 2001 landmark book, *Crossing the Quality Chasm*, delineated 10 "design rules" for improving care. The success of six of these 10 "rules" depends directly on patients' involvement in their care. Recognizing the importance of having relevant information available to patients for management of their medical conditions, David Brailer, national coordinator for health information technology in the Department of Health and Human Services, has made personal health records a cornerstone in the national strategy for health information technology.

KingCare members now have access to their own Personal Health Record, or PHR, through Aetna Navigator. Personal Health Records offer a number of potential benefits to patients, their physicians and the health care system. These include:

- **Empowerment of patients.** PHRs let patients verify the information in their medical record and monitor health data about themselves (very useful in chronic disease management). PHRs also provide scheduling reminders for health maintenance services.
- **Improved patient-provider relationships.** PHRs improve communication between patients and clinicians, allow documentation of interactions with patients and convey timely explanations of test results.
- **Increased patient safety.** PHRs provide drug alerts, help identify missed procedures and services, and get important test results to patients rapidly. PHRs also give patients timely access to updated care plans.
- **Improved quality of care.** PHRs enable continuous, comprehensive care with better coordination between patients, physicians and other providers.
- **More efficient delivery of care.** PHRs help avoid duplicative testing and unnecessary services. They provide more efficient communication between patients and physicians (e.g., avoiding congested office phones).

- **Better safeguards on health information privacy.** By giving patients control of access to their records, PHRs offer more selectivity in sharing of personal health information. The PCASSO (patient-centered access to secure systems online) study at the University of California-San Diego suggests that PHRs are more secure than paper records.
- **Bigger cost savings.** Improved documentation brought about by PHRs can decrease malpractice costs. PHRs' ability to reduce duplicative tests and services is a factor here, too.

Ben clicks on the alert to get more information about why he needs the pneumococcal vaccine.

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Aetna

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Member Home

View Personal Health Record for: SUBSCRIBER - DOB: 10/04/1962

Health Summary / Personal Information / Emergency Contact / Insurance / Health Team / Immunizations / Family History / Medications / Allergies / Conditions & Symptoms / Tests & Procedures / Hospital Visits / **Alerts & Reminders**

Current Alerts & Reminders

Alerts & Reminders warn you about possible health risks, and suggest ways to improve your medical care. Messages specific to your needs are posted on an ongoing basis, so be sure to check your Alerts & Reminders every time you visit your Personal Health Record.

For detailed information, click on the Alert or Reminder. When you complete an action, mark it as completed.

Questions About This Page

Date	Alert or Reminder	Have You Completed This Action?
10/02/2008	Get a pneumococcal vaccine	Select an Answer Select a Reason
10/01/2008	High blood pressure - check for narrowing of kidney blood vessels	Select an Answer Select a Reason
11/05/2007	Diabetes - check for protein in your urine	Select an Answer Select a Reason
07/07/2007	Statins may help prevent health problems	Select an Answer Select a Reason

Save

CareEngine[®]

About the Personal Health Record

The Aetna Personal Health Record (PHR) is a confidential and secure, Internet-based service that allows Aetna members and others to obtain access to and organize their own health information. The PHR may contain information about your health that Aetna and/or another insurer collects and maintains in connection with providing your health benefits. The PHR does not contain all of the information about your health in your insurer's system. It is important that you and your health care providers understand this limitation of the PHR and not use the PHR as the sole source of information about your health conditions or medical treatment.

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2. After reading the PHR alert, Ben decides he wants to know more about age and gender appropriate health screenings.

Ben returns to his Aetna Navigator homepage by clicking on the “Member Home” link on the top left corner of the screen, and then click on the “Take Action on your Health” tab to view what other screenings are recommended.

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Home | Benefits | Claims & Balances | Requests & Changes | **Take Action On Your Health**

Find Health Care | Cost of Care | **Staying Healthy** | Health Guide

SUBSCRIBER

June 11, 2008

Messages Just For You

- You have Health Alerts in your [Personal Health Record](#).
- [Plan Guide](#) - Learn more about your health benefits.
- [New! Health Information Guide](#) - We've made it easier to find information and answers to your healthcare questions.

Health Management

Use these personalized tools to manage your health.

- View your [Personal Health Record](#)
- Assess Your Health with [Simple Steps To A Healthier Life](#)

Cost of Care

Know your cost before you go.

- Know your actual or estimated medical costs before your next visit with [Cost of Care](#)

Recent Claims

Service Date	Name	Birth Date	Served By	
01/01/2008	SUBSCRIBER	10/04/1962	SOO LEE	Search all claims Details
01/01/2008	DEPENDENT1	10/04/1962	QUEST DIAGNOSTICS INCORPORATED	Details
01/01/2008	DEPENDENT2	10/04/1962	QUEST DIAGNOSTICS INCORPORATED	Details

Balances

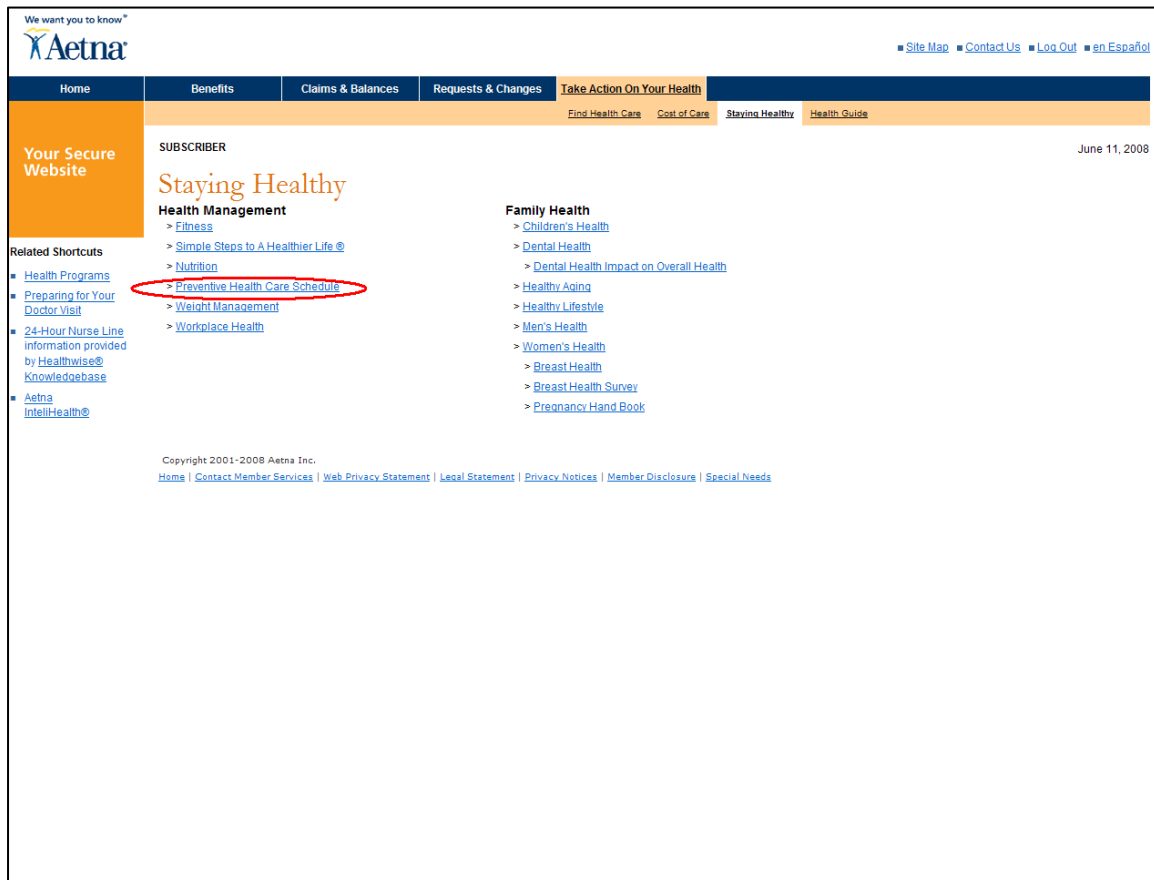
Flexible Spending Account	
- Health Care	Details
Amount Remaining - 2008 Plan	\$1,470.95

Benefits

Who's Covered	Birth Date
SUBSCRIBER	10/04/1962
DEPENDENT1	10/11/1995
DEPENDENT2	10/14/1996
DEPENDENT3	11/19/1970

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b. Ben clicks on the “**Staying Healthy**” link, and select the **Preventative Health Schedule** for his age range and gender.



Outcome

Identify which of the county's Health Reform Initiative goals is accomplished by how you solved the scenario:

1. Manage risk upstream – prevention of chronic disease by encouraging employees to eat smart, move more, stress less and quit tobacco.
2. Choose well -- help employees be smarter health care consumers. Educate them about how their choices impact health care costs and outcomes.
3. Empower employees to be partners in managing their own health care – give employees the tools they need to pro-actively manage their own health and ensure they are getting the best treatment possible.
4. Get employees to understand what they pay is not the cost of health care, but only their share.